

Manual for Security Personnel Providing Guarding Services in Buildings



(I) Permits

Under the Security and Guarding Services Ordinance (*SGSO*), all security personnel performing security work for another person for reward are required to hold valid Security Personnel Permits (*SPP*) issued by the Commissioner of Police (*CP*). Any person who contravenes this statutory requirement commits an offence and is liable to a fine of \$10,000 and to imprisonment for 3 months. An SPP is normally valid for 5 years.



(II) Basic Rules for Security Personnel

1. In accordance with the SPP conditions, all permit holders should carry their permits with them at all times while on duty and produce them for inspection on demand by police officers. Permit holders must perform only the type of security work as specified in their permits. Failure to comply with any condition of the SPP may lead to revocation/suspension of their permits and prosecution.
2. Permit holders should notify the CP in writing of any change of employer, unless they are employed by a licensed security company; and any institution of criminal prosecution against them, within 14 days after the relevant event has occurred.
3. Where any holder of a permit is convicted of any offence specified in column 2 of Schedule 2 of the SGSO (*Appendix*) and the penalty imposed for that offence is the penalty specified in relation to that offence in column 3 of that Schedule, the CP, shall, by notice in writing to the holder of the permit, revoke the permit.
4. Permit holders should not work over 372 hours per month and normally should not work over 12 hours per day.



5. Permit holders should report for duty punctually and should not go off duty unless the security guard on the next shift has reported for duty and handover of work has been completed. On-duty and off-duty records should be made in the attendance register or clocked.



6. Permit holders should not act contrary to the requirements of the duties as a security guard, such as being negligent or remiss in the execution of those duties. While on duty, permit holders should not sleep, consume alcohol, gamble or be involved in any unlawful activities.

7. Permit holders should bear in mind that their powers of arrest are the same as those of the general public. These are known as Citizen's Power of Arrest. Citizens may effect the arrest of a person who has committed an arrestable offence (Note 1). Under Common Law, any citizen has the right to arrest any other person whom he believes to be guilty of a Breach of the Peace (Note 2). It should always be kept in mind that personal safety should not be put at risk when exercising this power. Other points to note are:

- (i) If permit holders witness the commission of an offence, such as robbery, vandalism or causing injury to a person, arrest may be effected under possible and safe circumstances but priority should be given to calling the Police for assistance. Should an arrest be made, they should call the Police immediately.
- (ii) Minimum force should be used in effecting an arrest and should cease immediately after the suspect has been restrained. Use of force to punish the suspect is not allowed.
- (iii) Being a member of the general public, permit holders do not have the power of search.
- (iv) When questioning a suspicious person, permit holders should remain polite and allow the person to account for their actions.

8. Permit holders should familiarise themselves with the buildings in which they work, e.g. the locations of fire escapes and fire extinguishers, etc.
9. Frequently used telephone numbers, such as those of utility companies and regular delivery companies, and emergency telephone numbers should be displayed in prominent positions.

Note 1 An arrestable offence is defined as an offence for which the penalty is fixed by law (murder is the only offence that falls into this category) or an offence for which, on first conviction, a person may be sentenced to a term of imprisonment exceeding 12 months. Examples of arrestable offences are burglary, criminal damage, arson, theft, robbery, taking conveyance without authority, etc. Any attempt to commit either of the above is also an arrestable offence.

Note 2 A breach of the peace takes place whenever harm is actually done or is likely to be done to a person, or in his presence to his property, or a person is in fear of being so harmed through an assault, an affray, a riot, unlawful assembly or other disturbance. This means that a breach of the peace is committed when disorder or disruption of the peace is committed, in either a public or private place, which results in violence, the threat of violence or provokes violence from another person.

In the above situation the word 'likely' means that the breach of the peace is complete when the victim's mental state is affected to the extent that he is put in fear of being injured or of having his property damaged; violence may include violence directed towards property as well as people.

(III) Major Duties and Responsibilities of Security Personnel

1. Preventing Unauthorised Access

- (i) If a building is equipped with a door-phone where visitors can contact the occupants before they are let in, the occupants are responsible for establishing visitors' identities before entry to the building is allowed.





- (ii) If any suspicious person is seen loitering near the building entrance, they should be asked politely whom they are visiting and be requested to leave the building if they do not provide a satisfactory answer.
- (iii) Special attention should be paid to strangers who follow occupants into the building. Enquiry should be made as to their identity and purpose of entry. If they have no valid reason for entering the building they should be asked to leave.

2. Registering Visitors

- (i) Visitors, mechanics or delivery workers should not be allowed into the building unless they can establish that they have a legitimate reason for entering. They should be asked for details of the flat(s) they intend to visit and provide other relevant details. Should there be any doubt about their intentions, confirmation should be sought by contacting the occupant(s) of the flat(s).
- (ii) Visitors' movements in and out of the building should be registered in the visitor book which should be kept in accordance with the instructions of the Owners' Corporation or the building management. For this purpose, visitors may be required to show their Hong Kong Identity Card and/or staff identity cards. Precautions should be taken to ensure that personal particulars recorded are not disclosed to other unauthorised parties. The visitor book should be kept in a secure place to prevent unauthorised access. All entries made in a visitor book should be recorded and kept in accordance with the Personal Data (Privacy) Ordinance.
- (iii) Visitors should be given the option of choosing a less privacy intrusive alternative to providing their Hong Kong Identity Card number, if practicable. Examples of such alternatives include staff cards or work permits from employees of public



bodies, related organisations or public utilities. Visitors, or delivery men and workers who need to enter specific parts of the building for the execution of their duties should provide confirmation of their identity. While different types of identification may be accepted, it is the right of the building management acting on behalf of the occupants of the building to decide which type of document it will accept as proof of identity.

- (iv) Further information about how such information should be handled and other aspects of checking visitors' identities may be obtained from the website of the Office of the Privacy Commissioner for Personal Data on <http://www.pcpd.org.hk>.
- (v) The Police should be called whenever permit holders discover an intruder in the building.

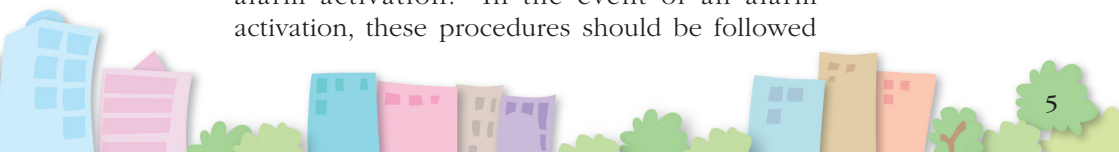
3. Reporting and Recording Incidents

All significant events should be recorded in the incident book provided by the building management for this purpose. All significant events which occur during a permit holder's tour of duty, e.g. handover of shifts, lift breakdown, power failure, water seepage and sounding of alarm, etc and the follow-up action taken should be recorded in this book together with the exact time of occurrence of the event. The building management should issue detailed instructions on the type of events that should be recorded and permit holders should seek clarification from their supervisor when necessary.



4. Handling Emergencies

- (i) Some flats are equipped with security alarms which may terminate in the building security or management office. The building management should issue instructions on how permit holders should respond in the event of an alarm activation. In the event of an alarm activation, these procedures should be followed



and normally such alarm activations should be confirmed as genuine before police assistance is sought.

- (ii) Glass-protected panic buttons are installed at the common area of some buildings. When occupants break the glass in the case of robberies or emergencies, the alarm will sound and a light on the security panel in the management office will be activated, indicating where the event is taking place. Permit holders should inform their supervisor before attending the scene to assist, and then call the Police immediately for assistance if genuine alarm is confirmed.
- (iii) The building management should equip its security personnel with the necessary knowledge to handle emergencies occurring in the workplace through provision of relevant guidelines and training which are specific to the workplace. Permit holders should familiarise themselves with the guidelines and the emergency procedures and keep alert to the need to provide prompt assistance in emergency situations.



5. Monitoring Security Systems

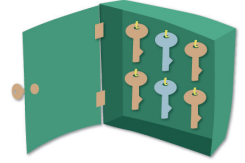
Some management offices have closed circuit television (**CCTV**) systems. Permit holders should familiarise themselves with the location of all CCTV monitors and the areas being monitored so that they can be readily recognised from the monitor. If a crime is seen being committed, supervisor should be informed and the Police be alerted before permit holders attend the scene.

6. Safe-Keeping of Keys

- (i) There are usually service rooms and general purpose rooms inside a building, including lift machine rooms, air-conditioning engine rooms, meter rooms and duct rooms for telephone and other cabling. To prevent unauthorised entry and illegal use of these rooms (e.g. causing electricity

disruption), they must be properly locked and checked during security patrols.

- (ii) The keys must be kept by the security personnel on duty. There should also be a registration book to record the particulars of any person who takes out and uses the keys.



7. Preventing and Detecting Offences

- (i) Refuse chambers/storerooms should not be located in hidden corners, and if possible should be within the sight of security guards. They should be clean, well lit and locked when not in use. Frequent inspection should be conducted to prevent intruders from hiding inside.
- (ii) It is the responsibility of the Owners' Corporation or the building management company of the building to properly protect water pipes and other fittings on external walls at lower floors to prevent burglars from climbing up on them. Special attention should be made to such anti-burglar protection on pipes and any damage or tampering should be reported to the building management or the supervisor immediately.

8. Patrolling

(see section IV for details)

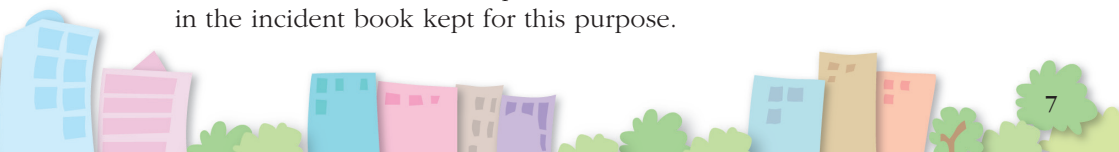
9. Ensuring Fire Safety

(see sections V & VI for details)

10. Handling Complaints

(also see Section XII on handling complaints on noise nuisance)

All complaints should be handled promptly and reported to the management company or the responsible person of the Owners' Corporation. If a complaint cannot be resolved immediately by permit holders, details of the complaint should be recorded in the incident book kept for this purpose.



(IV) Points to Note When Performing Patrol Duty

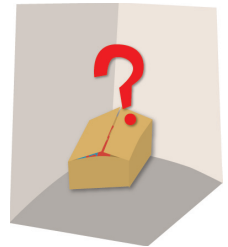


1. When patrolling the building, permit holders should carry with them a pen, a notebook, a watch, a two-way radio and a torch (with fully charged batteries).
2. Any defects in any part of the building should be recorded in the notebook and then in the incident book upon return to the management office or control room. Defects requiring urgent repair should be immediately reported to the management company or the responsible person of the Owners' Corporation for follow-up action.
3. Conduct simple visual checks during patrol to detect abnormalities in the building electrical installations and unsafe use of electricity and make sure that:
 - (i) switchroom doors are locked. Main switches and distribution boards are free from obstruction;
 - (ii) no excessive corrosion on, and no abnormal noise from electrical installations;
 - (iii) no leakage or dripping of water near electrical installations;
 - (iv) cables are not worn out or pressed;
 - (v) cables and conduits show no signs of loosening, damage or overheating; and
 - (vi) electrical installations are not used as support or to hang any objects.
4. Common corridors and fire escape routes should be kept clear at all times to ensure that they are free from obstructions. Any obstruction on fire escape routes should be immediately reported to the management company or the responsible person of the Owners' Corporation, and the occupants concerned, for clearance.
5. Permit holders should pay special attention to the elderly and children or other needy people around and be alert to the need to provide assistance to them in case of emergencies.

6. Should any suspicious person be found on the roof, in the staircase or in the common areas of the building, they should be asked to account for their presence and explain which part of the building they want to visit. If they fail to give a satisfactory answer, they should be asked to leave the building immediately. Call the Police for assistance immediately if they refuse to leave.
7. If any suspicious object is found, the Police and the management company or the responsible person of the Owners' Corporation should be informed immediately. No attempts should be made to move the object and access by others should also be prevented.
8. If a suspicious object is found while on patrol, permit holders should ask themselves the following questions:
 - (i) Should it be there?
 - (ii) Can it be accounted for?
 - (iii) Is it out of place?
 - (iv) Could it possibly be a bomb?

If permit holders still consider the object suspicious, they should:

- (i) refrain from touching, moving or covering the suspicious object and stop others from approaching it;
- (ii) not use radio or mobile phones within 25m of the object;
- (iii) leave windows and doors open;
- (iv) immediately evacuate people via a safe route, i.e. do not pass by the suspicious object. The principle is the same as fire evacuation which can be found in Part VI of this booklet;
- (v) once persons are out of immediate danger, then inform the Police at once via '999';
- (vi) establish a cordon (see table below):



Location of Suspicious Object	Size of Suspicious Object	Appropriate Safety Distance
Open area	Up to suitcase size	100 metres
Open area	Larger than suitcase size	200 metres
Inside building	Up to briefcase size	Two floors above and below
Inside building	Larger than briefcase size	Three floors above and below

- (vii) inform the management company or the responsible person of the Owners' Corporation at the earliest opportunity;
- (viii) have other security personnel check surrounding areas for secondary objects; and
- (ix) wait with other witnesses for the arrival of Police at a pre-designated safe area, and be ready to give a full description of what they have seen and heard.

More information on terrorism can be found in the Crime Prevention Bureau (**CPB**) leaflet, 'Terrorism - Could it Happen Here'; and on the CPB website, which has specific instructions on what to do if a telephone bomb threat call is received - http://www.police.gov.hk/ppp_en/04_crime_matters/cpa/cpa_gspp_p3.html.

(V) Fire Safety

1. Major Causes of Fire are

- (i) Careless disposal of lighted cigarettes and improper handling of naked flames.
- (ii) Careless handling of matches, candles, lighters and burning joss sticks and papers.
- (iii) Lack of maintenance of electrical appliances or wiring.



- (iv) Improper installation of electrical equipment such as overloading of electricity, misuse of adapters, illegal connection of wiring or malfunction of electrical appliances.
- (v) Careless handling of dangerous goods, especially those materials which give off inflammable vapour such as paints and thinner, etc.
- (vi) Improper or careless handling of welding equipment.
- (vii) Overheating of machinery due to lack of repair and maintenance.
- (viii) Cooking process left unattended.
- (ix) Children playing with fire.

2. General Points to Note on Fire Safety

- (i) Means of escape
 - (a) Ensure that all means of escape (for example: exits, corridors, staircases and smoke lobbies) are free from obstruction at all times.
 - (b) Metal gates should not be erected inside corridors and staircases. Exit doors on ground floor and roof level should not be locked. If an exit door is installed with locking device, the device should be openable from inside without the use of a key at all times.
 - (c) The roof of a building may serve as a temporary refuge area in case of fire. It should be accessible for rescue purpose. The passage to the roof should be free from obstruction.
 - (d) Check and ensure that the exit signs are illuminated and visible.
 - (e) Ensure that emergency lighting works.





(ii) Proper use of smoke stop doors

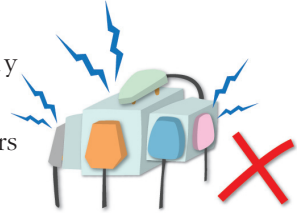
- (a) Keep smoke stop doors closed and unlocked at all times.
- (b) The main function of smoke stop doors is to check the spread of fire and smoke and to provide a safe escape route for occupants of the premises in the event of fire. Smoke stop doors should be properly maintained and always kept closed in order to prevent fire and smoke from entering the corridors and staircases.

(iii) Careful handling of naked flames and combustibles

- (a) Dispose of cigarette and cigar butts, matches and pipe 'knockouts' only in suitable receptacles. NEVER throw them into a waste paper basket.
- (b) Do not store inflammable liquid or articles that might constitute a fire hazard, e.g. petrol, kerosene and lacquer thinner, in unauthorised places.
- (c) Never cook outside the kitchen. Be careful when cooking. Beware of burning and boiling over. Do not leave your cooking unattended. Make sure that the stove is kept clear of inflammable items such as waste paper and other combustibles.
- (d) Joss sticks and papers should be burnt inside a metal container, clear of combustibles such as waste paper and carton boxes. Do not dispose of ashes and embers to litter bins without extinguishing them thoroughly.
- (e) Avoid putting lighted candles near window curtains or combustibles.
- (f) When using candles to heat aroma oil, be careful not to overthrow them and cause fire.
- (g) Never place a heater too close to beds, settees or chairs. Do not dry your clothes

on top of a heater. Make sure that a heater is placed properly and cannot be knocked down easily.

- (iv) Correct use of electricity
 - (a) Do not connect too many electrical appliances to one socket.
 - (b) Do not overload an electrical circuit.
 - (c) Electrical wiring should be properly connected to avoid overheating.
 - (d) Do not use damaged plugs, sockets, adapters or electrical wiring.
 - (e) All electrical installations should be inspected and tested by registered electrical contractors/workers.
- (v) Proper handling and storage of dangerous goods
 - (a) In accordance with the Dangerous Goods Ordinance, dangerous goods exceeding the exempted quantity should be stored in a licensed dangerous goods store.
 - (b) Dangerous goods must be handled with extreme care. Never allow naked flames in their vicinity in order to prevent the outbreak of fire or explosion.
- (vi) Proper house-keeping inside factory premises
 - (a) Goods should not be stacked too high as this may hinder the operation of the sprinkler system.
 - (b) Goods should be properly stored to provide a free escape route for workers in case of fire.
 - (c) Cutting operations should be properly handled as sparks generated might ignite nearby combustibles.
- (vii) Alterations to premises



Industrial and commercial premises are designed



and constructed in accordance with specific fire safety standards. Owners should obtain approval from appropriate authorities before carrying out alterations to these premises.

(viii) Proper maintenance of fire service installations and equipment



(a) The law requires that fire service installations and equipment in buildings should be inspected and maintained by registered fire service installation contractors at least once every 12 months to ensure normal functioning and operation.

(b) When the installations are due for inspection, permit holders should remind the responsible person of the Owners' Corporation or the management company to make early arrangements. Should the person in charge of a building have any doubt on the qualification of a maintenance contractor for fire service installations, he can consult the Fire Safety Command or Licensing and Certification Command of the Fire Services Department.

(c) Properly maintained fire service installations and equipment are very useful in tackling and controlling a fire at its initial stage. It will also assist Fire Services personnel in their fire fighting and rescue operations thus minimising the loss of life and property.

3. Fire Service Installations



(A) Fire extinguishers:-

Fire extinguishers are firefighting equipment for putting out small fires. It is important to know the usage of different types of fire extinguishers. There are mainly four types of fire extinguishers: gas, water, powder and foam. They have different functions.

(i) Carbon dioxide gas extinguisher

Use: On electrical fires, flammable liquids, delicate equipment, important documents, or fires in confined spaces.

Note: Vapours can asphyxiate. Withdraw to open air after use.

(ii) Water type extinguisher

Use: On fires involving wood, textiles and paper.

Never Use: On fires involving electrical or flammable liquids or metals.

(iii) Dry powder type extinguisher

Use: On most fires, flammable liquids, metal fires or electrical fires.

Instructions for using (i) to (iii):

- (a) lift the safety pin;
- (b) press down the lever; and
- (c) aim the nozzle at the bottom part of the fire and spray so that the fire is put out at its source.

(iv) Foam (Chemical) type extinguisher

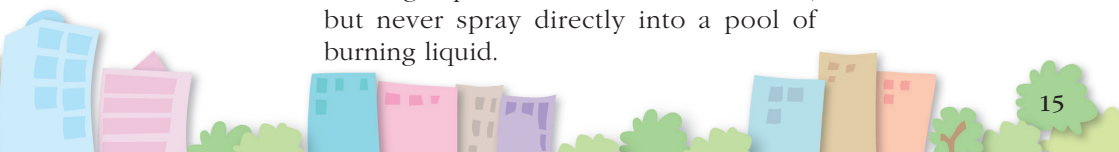
Use: On fires involving flammable liquids.

Never Use: On electrical fires.

Note: Inverted type chemical foam extinguishers are no longer in production and not permitted for sale. However, products already sold may continue to be used.

Instructions for use:

- (a) turn the fire extinguisher upside down and shake well; and
- (b) spray foam onto the surface of the burning liquid in a horizontal direction, but never spray directly into a pool of burning liquid.



(v) Foam (Mechanical) type extinguisher

Use: On fires involving flammable liquids.

Never Use: On electrical fires.

Instructions for use:

- (a) lift the safety pin;
- (b) press down the lever; and
- (c) spray foam onto the surface of the burning liquid in a horizontal direction, but never spray directly into a pool of burning liquid.

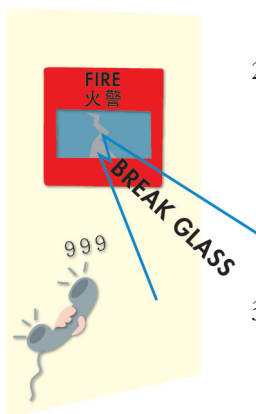
(B) Fire blanket:-

Use: On fires involving flammable liquids, small fires in the kitchen or laboratory.

Instructions for use: Drape the blanket over the flames to seal off air. Switch off heat and leave in position until cool.

(VI) What to Do in Case of Fire

1. Raise an alarm by shouting "FIRE" and sound the nearest fire alarm by smashing the breakglass unit.
2. Call the Fire Services Department immediately by dialling '999', give details of the location and nature of the fire, and then report the fire to the management company, or the Fire Marshal of the building if any has been nominated. Prompt arrival of the fire appliance depends very much on the prompt report of the fire to the Fire Services Department.
3. Try to tackle the fire by using available fire fighting equipment only if it is safe to do so and find a partner, as far as possible, before starting any fire-fighting operation. Do not use water on fires of electrical origin.
4. On receiving a report of the fire, the responsible person of the management company or the Fire Marshal should arrive at the scene quickly and join the



security guards in rendering assistance to the firemen and occupants of the building.

5. If the fire cannot be quickly controlled, evacuate the building in an orderly manner.

6. Evacuation Procedures

(i) Remain calm.

(ii) Turn off all electrical apparatus except lights. Close all doors when leaving but do not lock them.

(iii) Protect yourselves from smoke as smoke generated by fire could be lethal.

(iv) If any occupants are unaccounted for or are known to have remained behind, report immediately to the Fire Services Officers.

(v) Walk, do not run.

(vi) Use staircases and never use lifts (escapees may be trapped inside the lift car because interruption of electrical supply or malfunctioning of the lift may occur at any time during a fire). Close the smoke lobby/stop doors and **DO NOT WEDGE OPEN THE SMOKE LOBBY/STOP DOORS.**

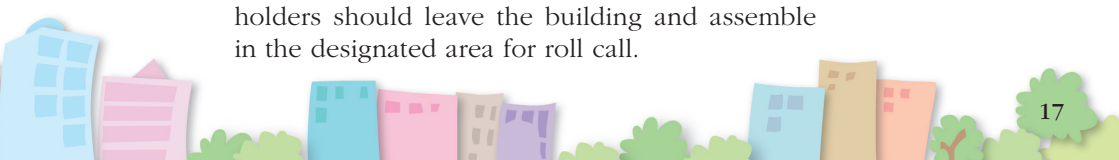
(vii) If you find smoke on your way down the stairs, leave that stairway as soon as you can. Use another stairway if it is clear of smoke.

(viii) If you can't use any stairway, return to your unit if you can, or go into any corridor and bang on other unit doors until you find a place to take shelter. Dial "999" to call the Fire Services Department and tell them where you are if you need any assistance.

(ix) Remember, wherever you are, if there is smoke, crawl low under it. The air is fresher near the floor.

(x) Do not carry any bulky or heavy belongings.

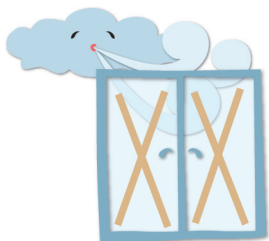
(xi) Unless circumstances indicate otherwise, permit holders should leave the building and assemble in the designated area for roll call.



- (xii) Do not re-enter the building unless and until advised by Fire Services personnel that it is safe to do so.

(VII) What to Do When a Typhoon Signal is Hoisted

1. When the No. 3 signal is hoisted, appropriate precautionary measures should be taken. Examples are as follows:
 - (i) Closing doors and windows in the exposed parts of the common areas. Use adhesive tape to protect them against breakage if necessary.
 - (ii) Ensuring that all loose objects, particularly on balconies and rooftops, hoardings, scaffoldings and temporary structures are secured.
2. When the No. 8 signal is hoisted, complete all precautions immediately.
3. When the No. 9 or No. 10 signal is hoisted, all precautions should have already been completed. Stay indoors and away from exposed windows and doors to avoid flying debris.
4. Check the drainage system to see if there is any blockage. This can prevent flooding on the rooftop or in low-lying areas.
5. Remain on duty until the next shift reports for duty. If the next shift fails to turn up because there is no available transport means you should not leave until properly relieved.



(VIII) What to Do in Case of Power Failure

1. In the event of power failure, inform the power utility company or the management company for arranging emergency repairs.
2. During suspension of power supply, greater vigilance should be taken at all exits and entrances.



3. When the repairer arrives, the security personnel on duty must accompany him until he leaves the building.
4. On resumption of power supply, visit several households to make sure that normal supply has resumed; if necessary ask the repairer to stay for a while to see if there is still any problem.
5. Keep a record of the incident.

(IX) What to Do in Case of Gas Leak

1. Upon detection of gas leak, never light a fire or use any electrical appliances, including the doorbell and torch.
2. Do not produce naked flame or sparks which may ignite the leaked gas. Do not use telephone, including mobile phone and do not rub any object that may produce naked flame or sparks for the same reason.
3. In the event of a minor gas leak, contact the household concerned first to obtain more information on the situation. Permit holders should open all the windows in the flat, and then turn off the gas supply. Afterwards, they should call the gas company to arrange repairs.
4. In the event of a major gas leak, turn off the main gas supply of the whole building at once and then call the gas company for emergency repairs. Permit holders should help evacuate the residents. If any person is injured, call the Police or Fire Services Department for help immediately.



(X) What to Do in Case of Lift Failure

In the event of lift failure, permit holders should check if any person is trapped. If so, they should call the Fire Services Department for assistance. They should also call the lift maintenance company.

(XI) What to Do in Case of Falling Objects

In the event of falling objects, permit holders should check if any person is injured. If so, dial 999 for help.

(XII) Building Management

Environmental Hygiene



1. Common refuse chutes and refuse collection chambers in the building and their ancillary facilities should be regularly cleaned up and maintained.
2. Refuse which has accumulated in the surface channels of corridors, rooftops, podiums and courtyards should be immediately cleared to avoid blockage. Gratings must be kept intact to prevent rats from entering flats.
3. Accumulated refuse on the canopies of flats should be cleared by the relevant occupants. Alternatively, the building management may arrange a regular special clearance service.
4. Stagnant water will lead to the breeding of mosquitoes and cause hygiene problems. Anyone allowing this to happen is liable to prosecution. Therefore, the following measures should be taken:
 - (i) Conduct frequent checks of the open areas of the building, such as rooftops, light wells, gardens and podiums to see whether there is any accumulation of stagnant water.
 - (ii) Arrange to repair damaged covers of water tanks and wells immediately.
 - (iii) Top up all defective ground surfaces to prevent accumulation of stagnant water.
 - (iv) Ensure that water tanks are properly covered.
 - (v) Dispose of discarded tin cans and tyres immediately.
5. Should there be any water dripping from air-conditioners, the occupant concerned should be asked to channel the water through small plastic hoses into

their own flat for discharge. It is an offence under the Public Health & Municipal Services Ordinance to allow water from air-conditioners to drip out of the building. Upon discovering such problems, the management office should immediately ask the flat owner to rectify the problem.

6. If there is any case of objects falling from height, water dripping or blockage of drainage pipes due to household rubbish, the management office should post notices on the notice boards of the building or distribute pamphlets to households to solicit their co-operation in improving the situation as a way of enhancing the spirit of neighbourliness.

Erection of Unauthorised Structures and Encroachment on Common Areas

7. The following must be reported to the Buildings Department immediately for necessary investigation and action:
 - (i) Any unauthorised building works on the rooftop or altering the external walls.
 - (ii) Making a door or vent in the staircase enclosure or corridor, altering the smoke lobby or the escape route.
 - (iii) Any unauthorised building works liable to cause structural danger.
 - (iv) Any unauthorised building works under construction.
 - (v) Any illegal erection of metal cage, canopy, flower rack, etc.
 - (vi) Any illegal discharge of foul/soil water to the rain water pipes and any defective drainage pipes, e.g. blockage of the drainage system that causes environmental nuisance.
 - (vii) Any seriously corroded canopy, metal cage, flower rack or air-conditioner rack liable to be dangerous.



8. Permit holders should regularly inspect the common areas of the building. On discovering that common areas are being encroached upon, they should give verbal advice to the people concerned and ask them to clear up the area. Alternatively, the management office can advise them in writing.
9. Should these methods prove ineffective or if the situation has worsened, a complaint can be lodged with the relevant government departments. Detailed information can be provided to the Fire Services Department in the event of obstruction to the escape routes.

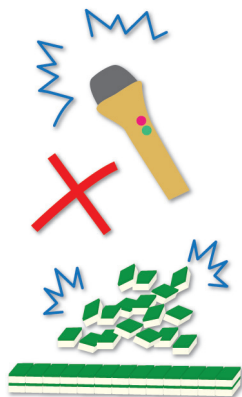
Noise Nuisance

10. It is an offence under the Noise Control Ordinance, Cap. 400 if:

- (i) anyone who makes noise in domestic premises or public place between 11pm and 7am, or at anytime on a general holiday, that is a source of annoyance; or
- (ii) any person who at any time in any domestic premises operates or allows, any air-conditioning or ventilating system to be operated, where its noise is a source of annoyance.

11. Where possible, action should be taken to keep noise levels to a minimum before complaints are made:

- (i) The people responsible for the noise should be politely advised to stop or reduce the noise.
- (ii) The complainant's hardship (e.g. disturbance to sleeping babies and home patients, etc.) should be explained to the person and their co-operation be sought to stop or reduce the noise.
- (iii) Permit holders should seek advice from supervisors if they are unable to resolve the complaint.
- (iv) In any case, details of the complaint and action taken should be recorded.



- (v) If all attempts to resolve the complaint fail, consideration should be given to calling the Police for assistance.
12. If a conflict persists despite police intervention, it may be necessary for residents to seek legal assistance.

(XIII) Other Relevant Legislations

1. Road Traffic (Parking on Private Roads) Regulations (Cap. 374)
 - (i) One can only impound/tow a vehicle at the “Restricted Parking Area” of a private road under the following conditions:
 - (a) the vehicle is parked without authorisation and the driver cannot be located; and
 - (b) the driver is unable to remove the vehicle, or refuses or fails to remove the vehicle on being requested to do so by the owner of the private road concerned, or an authorised officer in respect of the road.
 - (ii) One can only use an approved immobilisation device to impound unauthorised vehicle.
2. Prevention of Bribery Ordinance (Cap. 201)
 - (i) Permit holders shall not:
 - (a) accept money and benefit from clients or contractors in carrying out their duties; and
 - (b) solicit money or benefits in any form.
3. Smoking (Public Health) Ordinance (Cap. 371)
 - (i) Permit holders should have knowledge of the area which is designated as “No Smoking Area” in the work site.
 - (ii) When smoking in a “No Smoking Area” is discovered, permit holders should:
 - (a) indicate to the offender that smoking is prohibited in the “No Smoking Area”;



- (b) request the offender to extinguish the cigarette/tobacco product; and
- (c) if the offender refuses to extinguish the cigarette, request them to leave the “No Smoking Area”.

(XIV) Frequently Used Telephone Numbers of Government Departments and Organisations

EMERGENCY	999
Fire Services Department (For enquiries or complaints on fire hazard)	2723 8787
Buildings Department (To enforce Buildings Ordinance)	2626 1616 (Handled by 1823 Call Centre)
Drainage Services Department (To regulate public drainage)	2877 0660
Electrical and Mechanical Services Department Information Service Centre (24-hour hotline)	2333 3762
Home Affairs Department (To assist in building management)	2835 2500
ICAC Report Corruption Hotline (24-hour hotline)	2526 6366
Police Licensing Office (Issuing of Security Personnel permits)	2860 6543
Security and Guarding Services Industry Authority (Issuing of security company licences and specifying criteria for issuing security personnel permits)	2801 6181

The information given in this manual is for reference only.

Schedule 2 of the SGSO

Item	Offence	Penalty
1.	Any offence against the Societies Ordinance (Cap 151) or the Dangerous Drugs Ordinance (Cap 134)	Any penalty
2.	Any offence involving fraud or dishonesty	Any penalty
3.	Any offence involving violence	Imprisonment
4.	Any offence against Part XII of the Crimes Ordinance (Cap 200) (Amended L.N. 48 of 2003)	Any penalty



Designed by the Information Services Department
Printed by the Government Logistics Department
Hong Kong Special Administrative Region Government

